



## **Spectrum Health Services, Inc Patient Bill of Rights and Responsibilities**

At Spectrum Health Services, Inc. we are dedicated to delivering compassionate, responsive, and affordable healthcare tailored to the individual needs of our patients. We strive to empower our patients with access to comprehensive healthcare services and avenues to address any concerns they may have. We encourage active participation in understanding and upholding their rights and responsibilities to promote their overall well-being. Should anyone have questions or concerns about our Patient Bill of Rights and Responsibilities, we invite them to reach out to the Chief Operations Officer of designated personnel for further assistance.

### **Every patient has the right to:**

1. Receive high quality care based on professional standards of practice, regardless of their ability to pay for services.
2. Obtain services without discrimination based on race, ethnicity, national origin, sex, age, religion, physical or mental disability, sexual orientation or preference, marital status, socioeconomic status or diagnosis.
3. Be treated with courtesy, consideration and respect by all Spectrum Health Services, Inc. staff, always and under all circumstances, and in a manner that respects their dignity and privacy.
4. Be informed of Spectrum Health Services' Privacy Policies and Procedures, as they relate to individually identifiable health information.
5. Expect that Spectrum Health Services, Inc. will keep all medical records confidential and will release such information only with their written authorization, in response to court order or subpoenas, or as otherwise permitted or required by law.
6. Access, review and/or copy their medical records, upon request, at a mutually designated time (or, as appropriate, have a legal custodian access, review and/or copy such records), and request amendment to such records.
7. Know the name and qualifications of all individuals responsible for their health care and be informed of how to contact these individuals.
8. Request a different health care provider if they are dissatisfied with the individual assigned by Spectrum Health Services, Inc. The practice will use best efforts, but cannot guarantee, that re-assignment requests will be accommodated.
9. Receive a complete, accurate, easily understood, culturally and linguistically competent explanation of (and, as necessary, other information regarding) any diagnosis, treatment, prognosis, and/or planned course of treatment, alternatives (including no treatment), and associated risks/benefits.
10. Receive information regarding the availability of support services, including translation, transportation and education services.
11. Receive sufficient information to participate fully in decisions related to their health care and to provide informed consent prior to any diagnostic or therapeutic procedure



- (except in emergencies). If a patient is unable to participate fully, they have the right to be represented by parents, guardians, family members or other designated surrogates.
12. Ask questions (at any time before, during or after receiving services) regarding any diagnosis, treatment, prognosis and/or planned course of treatment, alternatives and risks, and receive understandable and clear answers to such questions.
  13. Refuse any treatment (except as prohibited by law), be informed of the alternatives and/or consequences of refusing treatment, which may include Spectrum Health Services, Inc. having to inform the appropriate authorities of this decision, and express preferences regarding any future treatments.
  14. Obtain another medical opinion prior to any procedure.
  15. Be informed of any treatment for the purpose of research or is experimental in nature and be given the opportunity to provide his or her consent before such research or experiment will begin (unless such consent is otherwise waived).
  16. Ask for and receive information regarding their financial responsibility for the services.
  17. Receive an itemized copy of the bill for their services, an explanation of charges, and description of the services that will be charged to his/her insurance.
  18. Request any additional assistance necessary to understand and/or comply with Spectrum Health Services' administrative procedures and rules, access health care and related services, participate in treatments, or satisfy payment obligations by contacting the Director of Quality Improvement/Risk Management and/or the Chief Operation Officer at (215) 471-2761.
  19. Report an issue or concern about Spectrum Health Services, Inc. or its staff at (215) 471-2761, the patient portal, and/or [www.spectrumhs.org](http://www.spectrumhs.org) without fear of discrimination or retaliation. Within 72 hours, you will be contacted about your issue or concern and assured that it will be resolved in a fair, efficient, and timely manner.

**Every patient is responsible for:**

1. Providing accurate personal, financial, insurance, and medical information (including all current treatments and medications) prior to receiving services from Spectrum Health Services, Inc. and its health care providers.
2. Following all administrative and operational rules and procedures posted and provided within Spectrum Health Services, Inc. facilities.
3. Behaving always in a polite, courteous, considerate and respectful manner to all Spectrum Health Services' staff and clients, including respecting the privacy and dignity of others.
4. Supervising their children while in the Spectrum Health Services facilities.
5. Refraining from abusive, harmful, threatening, or rude conduct towards other clients and/or the Spectrum Health Services staff.
6. Not carrying any type of weapons or explosives into Spectrum Health Services, Inc. facility(s).
7. Keeping all scheduled appointments and arriving on time.
8. Notifying Spectrum Health Services, Inc. no later than 24 hours (or as soon as possible within 24 hours) prior to the time of an appointment that they cannot keep the appointment as scheduled.



9. Participating in and following the treatment plan recommended by their health care provider, to the extent they are able, and working with the provider to achieve desired health outcomes.
10. Asking questions if they does not understand the explanation of (or information regarding) diagnosis, treatment, prognosis, and/or planned course of treatment, alternatives or associated risks/benefits, or any other information provided to them regarding services.
11. Providing an explanation to their health care provider if refusing to (or unable to) participate in treatment, to the extent he or she is able, and clearly communicating wants and needs.
12. Informing their health care provider of any changes or reactions to medication and/or treatment.
13. You, as the patient, are responsible with providing current and complete insurance information. Familiarizing yourself with your health benefits and any exclusions, deductible, co-payments, and treatment costs. As applicable, making a good faith effort to meet financial obligations, including promptly paying for services provided.
14. Advising Spectrum Health Services, Inc. of any concerns, problems, or dissatisfaction with the services provided or the way (or by whom) they are furnished.
15. Utilizing all services, including grievance and complaint procedures, in a responsible, non-abusive manner, consistent with the rules and procedures of Spectrum Health Services, Inc. (including being aware of the Spectrum Health Services' obligation to treat all patients in an efficient and equitable manner).
16. Parents/Guardians are responsible for ensuring that a legally authorized adult accompanies the minor/incompetent patient to each visit or that the appropriate written authorization is provided in accordance with written policies on consent for treatment of minors.